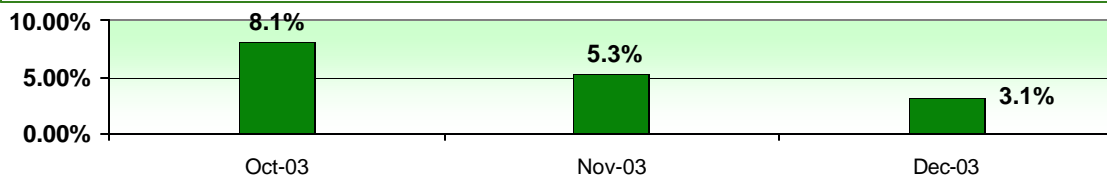


QC/QA NEWSLETTER

"To enrich lives through effective and caring service"

* Preliminary

FOOD STAMP QC PAYMENT ERROR RATE FEDERAL FISCAL YEAR 2004*



QC ERRORS - FOOD STAMPS

FOOD STAMP ERROR RATE

The Department's Food Stamp Quality Control (QC) error rate for the first quarter (October-December 2003) of Federal Fiscal Year (FFY) 2004 is 5.54%. We are off to a good start! FFY 2003 ended with a QC error rate of 7.11% and we are still going strong. The Change Centers, personal awareness and personal responsibility is key to our success in improving and sustaining payment accuracy.

The Department's Food Stamp Quality Assurance (QA) reviews for the period of October 2003 through February 2004 show an error rate of 2.9%. For the month of February 2004 all districts achieved error rates below 7%. Civic Center led the pack with a QA error rate of ZERO! Great job!

We have faced many challenges in our road to success. But remember, Quarterly Reporting *is* coming! As always, follow the slogan from the B.E.S.T. campaign: **Be** Exceptional and **Smart**, Take action now!

QC ERRORS - MEDI-CAL

REDETERMINATION SIMPLIFICATION PILOT PROJECT (RSPP) EVALUATION

In March 2004, under the State of California Section 1115 Waiver Demonstration Project, the audit firm of Vasquez and Company conducted an RSPP evaluation in DPSS. The focus of this review was to determine the accuracy of the DPSS Medi-Cal simplified eligibility redetermination process, and to determine whether the reduced documentation requirements made people eligible for Medi-Cal, who otherwise should not have been. The review covered the period of December 2002 thru November 2003.

Although the result of the evaluation indicates that the RSPP process is effective, case reviews showed that of the sample selected, redeterminations were not taken in 69% of the cases and 89% did not have Income and Eligibility Verification Systems (IEVS) printouts on file.

DPSS has taken several actions to improve the Medi-Cal redetermination completion rate. These efforts included the implementation of the Medi-Cal Redetermination Task Force, LEADER enhancements and issuance of dedetermination instructions. Future corrective action includes the development of a monitoring plan to ensure compliance in meeting redetermination requirements.



**Management Information
and Evaluation**
12820 Crossroads Pkwy South
West Annex
City of Industry, CA 91746

Phone: (562) 908-5849
Fax: (562) 692-9339
DavidPivazian@ladpss.org